



Class Activity:	Topic 5										
Student Name:											24
Student Number:	D	H	M								

You are the newly appointed front office manager of a small luxury hotel, the Mountain View Suites. One morning on your way to work you phone in to inform the person at the front desk that there is some traffic issues and that you are going to be late.

The phone rings for quite some time and suddenly you were greeted by a very friendly "hello" on the other end of the line. Confused, you ask where you are and Sally who answered, confirms that you are in fact at the Mountain View Suites. Flabbergasted by this incident you immediately start to put a plan of action into place. You decide to set up a user friendly manual to hand to staff to prevent sub-standard telephone skills in the future.

Set up a typed basic SOP (standard operating procedure):

Do not underestimate the power of pictures to aid you in bring points across!

- 1.1 Front Cover: (3)
 - An eye-catching front cover with your name as the author
- 1.2 Page 1 and 2: (15)
 - The importance of a phone manner and good telephone etiquette 4
 - Receiving phone calls – include do’s and don’ts
- 1.3 Page 3: (3)
 - An ‘Enterprise Greeting’ specific to your establishment.

Submission date	
------------------------	--